

## Swaroop Pattanaik

### Hotel Pre-Opening Expert

Mobile phone: +91 8884494015

E-mail: [swaroop.pattanaik@gmail.com](mailto:swaroop.pattanaik@gmail.com)

Date of Birth- 21.12.1988



### CAREER SYNOPSIS

Exposure in finest luxury brands across multiple functions strengthens me with a unique perspective on strategy designing and executing it for desired result.

Privileged to have been associated with the most reputed Indian and International hotel companies such as Taj Hotels and Resorts, Starwood Hotels & Resorts and Shangri-La– Luxury Collection and now with Marriott Hotels. Grown with core competency in Rooms department and have gained expertise in various hotel departments over the years.

### CORE COMPETENCIES

Always led by example and through instilling confidence in staff, leading to higher productivity and better guest satisfaction. Skilled in the principles of administration and management, including strategic planning, production methods, delivery system, human resources, and the coordination of people and resources. Focus on sales and marketing, revenue management and hotel operation gives me confidence and troubleshooting ability for operation. Critical thinker who uses logic and reason to identify and evaluate situations and their alternative solutions. Strong communication skills that allow me to easily determine guest and employee concerns.

|                    |                              |                     |
|--------------------|------------------------------|---------------------|
| Rooms Leadership   | Revenue management           | Sales and Marketing |
| Talent development | Operational-Excellence       | Pre-opening Project |
| Management         | Cost structure alignment     | Sustainability      |
| Upselling          | Finance and Audit compliance | P&L Management      |

### REWARDS & RECOGNITION

- Certified Service Culture Champion for Marriott International.
- Awarded as Manager of the Quarter-2018 at Fairfield by Marriott Lucknow
- Certified 'ERT' Member of Marriott International.
- Certified Trainer for Shangri-La Bengaluru
- Certified for being part of the Pre-Opening team at Taj Falaknuma Palace Hyderabad, Park Hyatt Hyderabad, JW Marriott Bengaluru, Shangri-La Bengaluru, Le Meridien Hyderabad

### PROFESSIONAL EXPERIENCE

#### Rooms Division Manager, Sheraton Grand Pune

(Dec 2020 - Present)

Successfully operating Sheraton grand Pune, 179 – rooms



**Key Achievements:**

- Responsible for operations in the Rooms Division (including Front Office, Housekeeping, Gym & Spa)

**Front Office Manager, Le Meridien Hyderabad**

(Aug 2019 – Dec 2020)

Pre-opening Front Office Manager.

Successfully opened Le Meridien, Hyderabad, a 241-room

**Key Achievements:**

- Pre-opening, setting up operations, recruiting and kick starting the project
- Responsible for key activities encompassing recruitment, revenue management, branding and digital marketing plan.
- Management of Critical Path to align all the verticals for desired result
- Budget projection and comp-set analysis
- Developing Front Office strategies and concepts
- Training and development of staff to be able to deliver as per brand requirement.
- Simulation in-charge and active participant in handover plan from project
- Implementation in-charge of Marriott Bonvoy & GXP

**Front Office Manager, Fairfield by Marriott Lucknow**

(June 2017 - Aug 2019)

Successfully operated Fairfield by Marriott Lucknow, a 222 –rooms

**Key Achievements:**

- Responsible for successfully executing all operations in the Rooms Division (including Front Office, Housekeeping)
- Awarded for least attrition in region through employee engagement and career growth plan.
- Improved guest satisfaction through continuous improvement in processes, engagement and reduced attrition.
- Secured new business and expanded the client base by planning and executing dynamic marketing and aggressive digital marketing
- Responsible for hiring and development of team to achieve departmental objectives
- Assist to conduct annual Performance Development Discussions with Front Office employees

**Assistant Front Office manager, Le Meridien Mahabaleshwar**

(April 2016 – June 2017)

Successfully operated Le Meridien Luxury resort, a 111- rooms

**Key Achievements:**

- Co-ordinate with all departments concerned in order to maintain Front Office functions properly.
- Assigning Duty roster for all Front desk staffs
- Overseeing daily Front Desk duties and activities

**Duty manager, Shangri-La, Bengaluru**

(March 2014 – April 2016)

Pre-opening Duty Manager.

Successfully opened Shangri-La Bengaluru, a 397-room



**Key Achievements:**

- ☐ Hands on experience in preparing Training, Task Break Downs and SOPs for the department.
- ☐ Responsible in setting up of the Horizon Club, which includes various facets such as the SOPs, Stock inventory, desk set up, menu designing, cost control.
- ☐ Opera installation in charge for pre-opening set up

**Front Office Executive, JW Marriott, Bengaluru**

(June 2013 – Feb 2014)

Pre-opening Front Office Executive

Successfully opened JW Marriott Bengaluru, a 297-room

**Key Achievements:**

- ☐ Certified Department Trainer and Responsible for SOPs
- ☐ Acting Concierge-Vendor selection, desk set up, training, LSOPs
- ☐ Department Upselling specialist

**Front Office Team Leader, Park Hyatt, Hyderabad**

(Dec 2011 – April 2013)

Pre-opening Front Office Team leader

Successfully opened Park Hyatt Hyderabad, a 249-room

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**Key Achievements:**

- ☐ Responsible for Reports and Departmental Communication Meetings
- ☐ Actively involved in department set up and trainings

**Front Office Associate, Taj Falaknuma, Hyderabad**

(June 2010 – Dec 2011)

Pre-opening Front Office Associate

Successfully opened Taj Falaknuma Palace, a 60-room

**TRAINING EXPERIENCES-**

- ☐ Represented School of Hotel Management (ITER) in the International Food Festival, Bhubaneswar in the year 2007 & 2008 and was in charge of generating customers & serving food and beverages to them.
- ☐ Successful completion of 6months' internship at Mayfair Lagoon as a trainee in the year 2008

**EDUCATIONAL QUALIFICATION**

Degree in Hotel Management from School of Hotel Management, ITER

**DECLARATION-**

I hereby declare that the information furnished above is true and correct to the best of my Knowledge and belief.

Swaroop Pattanaik